



Australian Government
Department of Veterans' Affairs

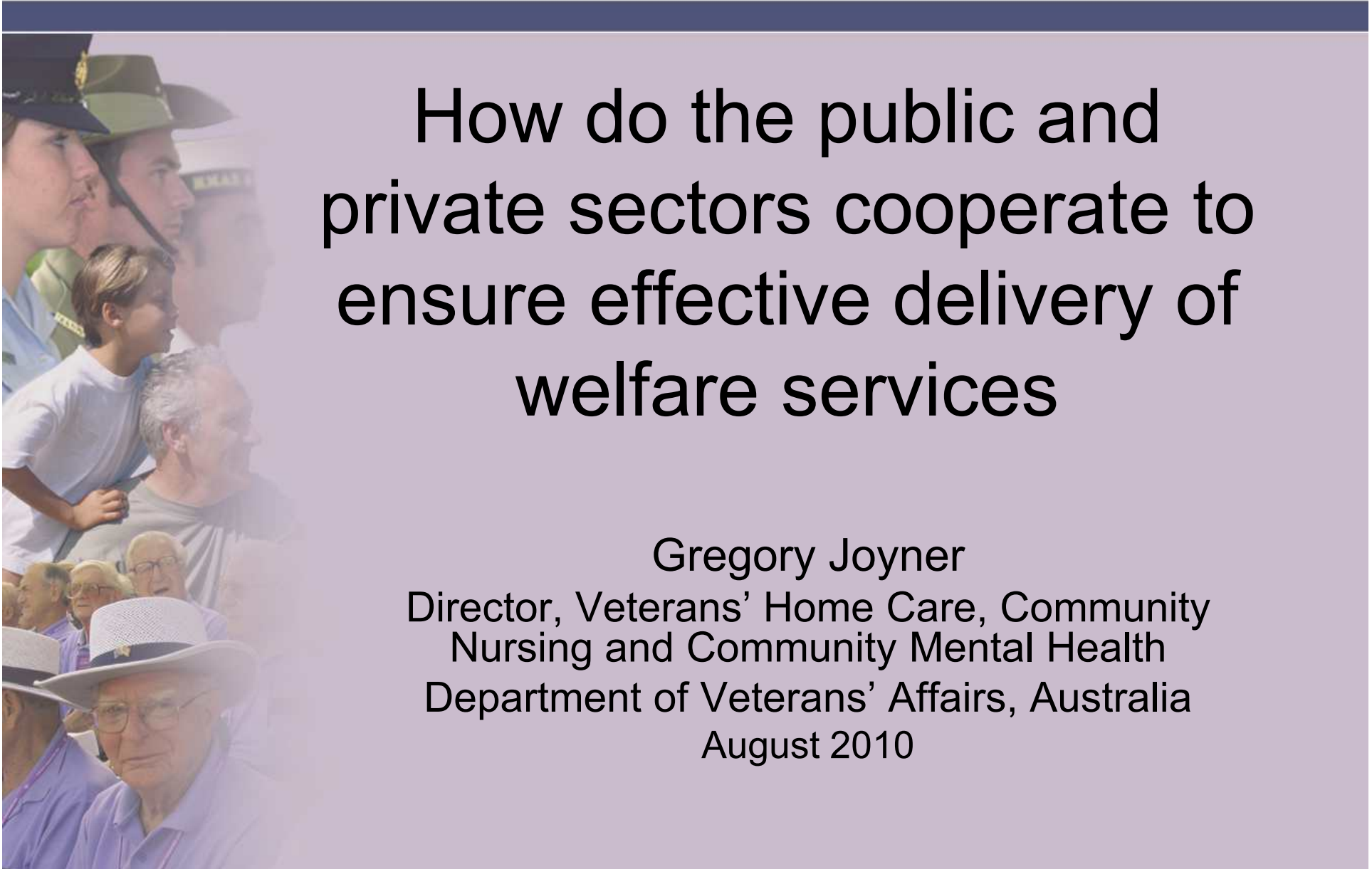
How do the public and private sectors cooperate to ensure effective delivery of welfare services

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Challenges in Service Delivery

- Geographical Challenges
 - Australia is over 4,000 kilometres North to South and over 4,500 East to West.
 - Servicing rural and remote areas can mean large distances.

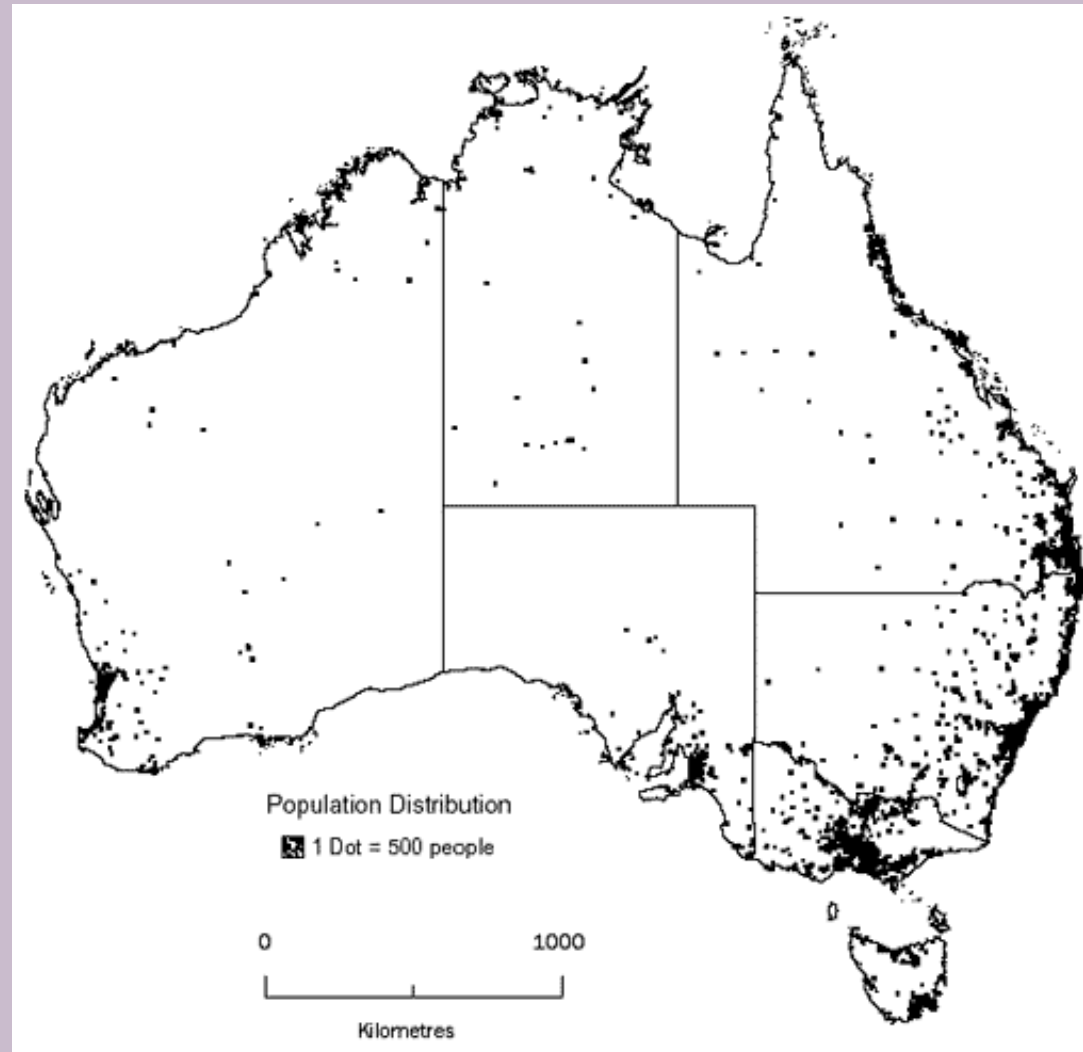
Comparative Population Density

Country	Popn (M)	Sq Kms (M)	Popn/Sq Km
Australia	21.5	7.7	2.8
Canada	33.8	10	3.4
New Zealand	4.3	0.3	15.9
USA	310.2	9.8	31.6
Germany	82.3	0.4	230.5
South Korea	48.6	1	487.7



Challenges in Service Delivery

- Population distribution





The Veteran Community

- Veteran Demographics
 - 260,000 Treatment Card Holders;
 - 156,000 Veterans
 - Geographic Distribution:
 - 160,000 – Major Metropolitan Areas
 - 100,000 – Regional or Remote
 - Less than 2% of the total population





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- DVA Health care arrangements
 - In partnership with public and private sectors
 - Comprehensive health care arrangements
 - Not all entitled to health care through DVA





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- DVA not a direct service provider
 - Veterans and Veterans Families Counselling Service (VVCS) is now the only direct provider of services under DVA.
 - DVA is one of the largest single purchasers of health and related care services in Australia.





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- DVA had a greater role in direct service provision
 - Repatriation Hospitals were transferred to the public sector or sold to the private sector on 1 January 1995
 - Service provision is achieved through partnership with private and public providers of service.






Public and Private Sector Cooperation

- Cooperation between sectors is essential for provision of services
 - DVA needs other organisations to take on direct service provision
 - Organisations require funding to provide affordable and viable services to the public
- Both parties benefit from the relationship.





Public and Private Sector Cooperation

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- A photograph of a group of veterans, including men and women in military uniforms and hats, looking towards the right. The image is semi-transparent and serves as a background for the text.
- Both parties benefit from the use of:
 - Existing industry knowledge;
 - Tried and tested systems/ processes;
 - Established infrastructure.
 - Risks must be carefully monitored and managed



Procurement in the Public Sector

- Competitive tendering process
 - Open tender.
 - Publicly advertised on Austender.
 - Restricted or direct tender.
 - Invitation to a select group;
 - Strict criteria apply.
- Open, Transparent and Accountable
- Value for Money





Veterans' Home Care

- Veterans' Home Care (VHC)

- New range of services for veterans
- Effective partnership between public and private sectors





Veterans' Home Care

•Veterans' Home Care (VHC)

- 16 Assessment Agency Contracts
- 169 Service Provider Contracts
- Some VHC contractors also provide Community Nursing services under DVA arrangements.





Veterans' Home Care

- Challenges:
 - National service delivery model that can deliver service in metropolitan centres as well as in small rural communities.
 - Cost effective for DVA and viable for providers



Veterans' Home Care

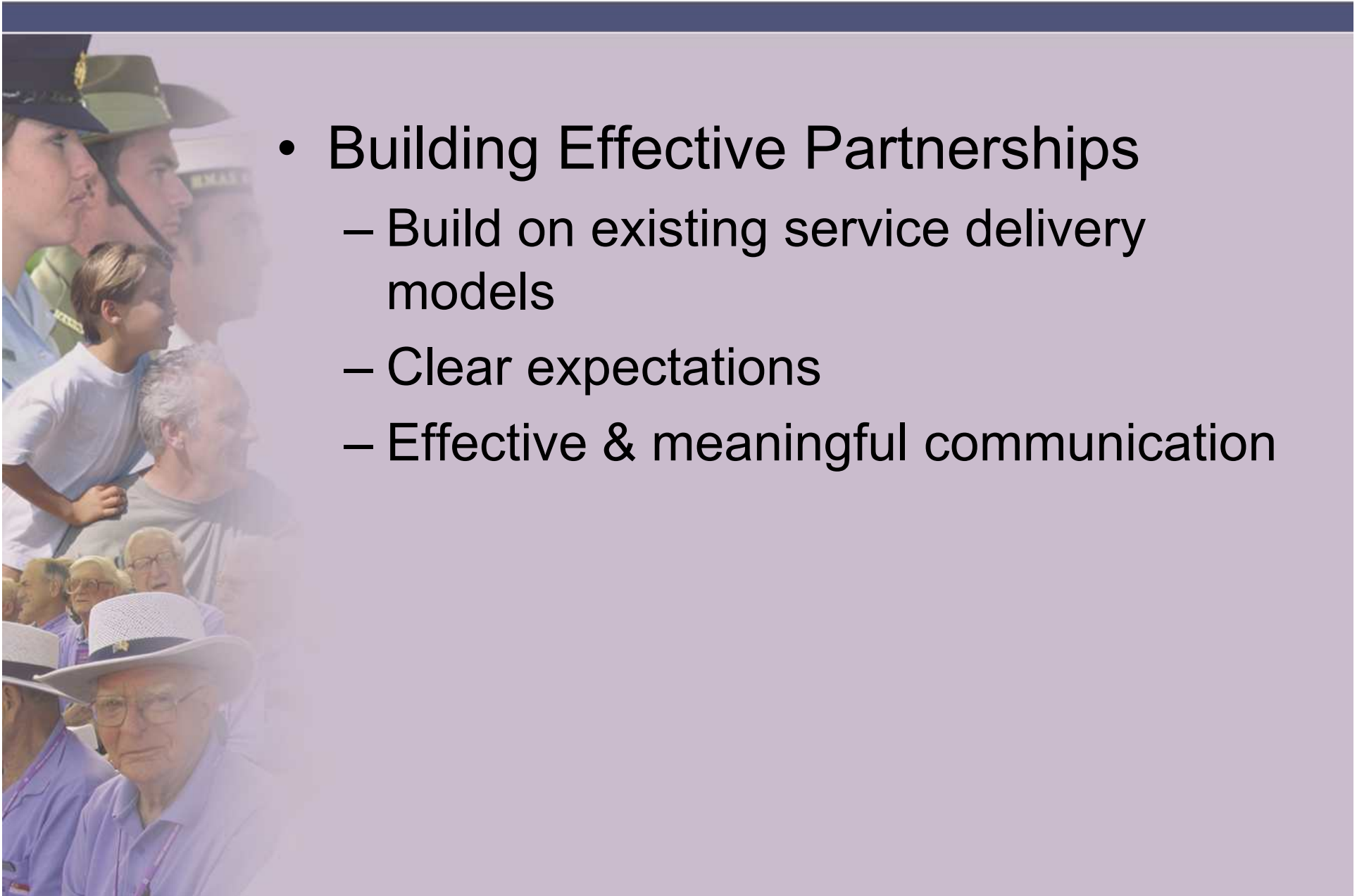
Home support services
for veterans and war
widow/widowers





Veterans Home Care

- Building Effective Partnerships
 - Build on existing service delivery models
 - Clear expectations
 - Effective & meaningful communication





Veterans' Home Care

- Building Effective Partnerships
 - Recognise the importance of the relationship that underpins the contract
 - Vital to inform good policy development





Veterans' Home Care

- Effective risk management & ensuring a quality service
 - Three stage process
 - Self evaluation
 - Analysis of Departmental data
 - Site visit for selected providers





Veterans' Home Care

- The Veteran's Experience
 - Services provided in own home;
 - Services directed at increasing and promoting independence;
 - Whole process including assessment, provision and review can be conducted without the veteran having to leave home.





Public and private sector
cooperation

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Effective delivery of welfare
services

